# Montana Consumer Counsel

Mission

The Montana Consumer Counsel (a legislative agency created by the 1972 Montana Constitution) represents the utility and transportation consuming public of the state in hearings before the Public Service Commission or any other successor agency, and before state and federal courts and administrative agencies.

Accomplishments

▲ Finalized backbone connectivity to the mainframe.
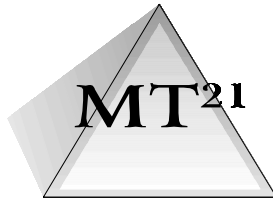
Department of Corrections

Mission

The Department of Corrections is dedicated to public safety and trust by holding adult and juvenile offenders accountable for their actions through custody, supervision, treatment, work, and skill development.

Achieving Business Goals Through IT Initiatives

Business Goals	FY98-99 IT Projects

Business Goals	FY98-99 IT Projects
This project supports the department's goal to improve the safety of Montana's public and the security of our communities and homes. It also helps to gain public trust through openness and responsiveness, with particular recognition of crime victims and their families.	Adult Correctional Information System (ACIS) enhancements are planned to include the addition of a number of modules that will improve the quality and timeliness of the information the department is able to provide the legislature, other state or local entities, contractors, the public, and internal staff. Examples of the kind of data these new modules will provide are: boot camp data; victim data; treatment data; medical, dental, and mental health data; and grievance data. In addition, the department plans to implement digital fingerprinting and photographs. The fingerprinting system will be compatible with those in use by both the federal and state Departments of Justice. The digital photographs will be used for staff and offender identification. Also, imaging technology will be used in paperwork-intense functions. Finally, there are joint agency plans to build an interface between the department's ACIS files and those of the Department of Justice's Criminal History Records System. This will allow the state to provide, through dispatch channels, more complete data, about an individual, to an officer in the field. **Corrections**

Business Goals	FY98-99 IT Projects
This project supports the department's goal to improve the safety of Montana's public and the security of our communities and homes. It also helps to gain public trust through openness and responsiveness, with particular recognition of crime victims and their families.	The department has installed a wide-area network across the state. However, the District Probation and Parole Offices, as well as the new boot camp and the regional prisons, have not yet been connected. A campus LAN is planned for the Montana State Prison and Pine Hills School to link all of the major business activities at each location. This expansion of the network infrastructure will also support the electronic dissemination of information currently in ACIS, as well as that planned under Project 1 above.
This project supports the department's goal to improve the safety of the Montana public and the security of our communities and homes. It also helps to gain public trust through openness and responsiveness, with particular recognition of crime victims and their families.	Montana has adopted Oracle as its database of choice, and SummitNet as its communications infrastructure. The Information Technology Advisory Council (ITAC) has endorsed certain minimum standards for desktop technology. The department plans to acquire the hardware and software needed to begin to implement

those standards throughout the department.

FY98-99 IT Project Profiles

See the table beginning on page 137 for project profiles detailing platform type, implementation schedule, emerging technologies used, new project resources and associated costs, statutory changes, and public access. Those agencies and universities that provided these details are listed alphabetically, with each followed by its project profiles.

FY00-01 Initiatives

▲ Further deployment of imaging technology to other sites and other business functions as appropriate.

▲ Expansion of the installed base of micro computers on the wide-area network, as appropriate.

▲ Continue the migration to state standards, particularly in the area of Oracle implementation.

Accomplishments

▲ Implemented the legislative reorganization from an IT perspective. All automated functions have either been successfully transferred to the new Department of Public Health and Human Services or continue to be serviced by the new Department of Corrections. All network functions coming from the old Department of Family Services have been integrated within the department's wide-area network.

▲ Implemented the Child and Adult Protective Services (CAPS) system in all offices with functions relating to the care of juvenile offenders. This provides Juvenile Parole Officers and staff at Montana Youth Alternatives and Pine Hills School access to automated client data and case-tracking information.

▲ Connected all Regional Probation and Parole offices to the state data network and the department's wide-area network. This provides the department with electronic communication to those offices. In addition, this allows for the decentralization of data-entry functions on ACIS and provides Adult Probation Officers, in the offices involved, on-line access to information about their clients.
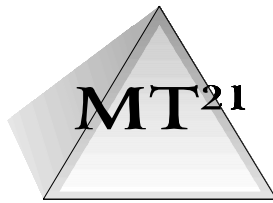
Department

of Environmental Quality

Environmental Quality

Mission

The Department of Environmental Quality's (DEQ) mission is to protect, sustain, and improve a clean and healthful environment to benefit present and future generations.

Achieving Business Goals Through IT Initiatives

Business Goals	FY98-99 IT Projects
The major business goal of this project is to comply with ITAC's direction. It is also to provide department users with a workstation interface and application tools to perform their jobs with a minimal amount of training as software change.	LAN Workstation Operating System Change. The Governor's Information Technology Advisory Council (ITAC) has adopted a resolution that the workstation operating system (now consisting of DOS and Windows 3.1x) be changed. The two operating systems being considered are Windows NT and

Windows 95. This project will involve upgrading: workstation software, server software (WordPerfect, Lotus, etc.), network drivers, and hardware (new operating systems require more memory, faster computers, etc.).

It is anticipated that this project will take three to four years, depending on the availability of funding. A request for funding for the first two years has been submitted. This is to cover costs related to changing software used by the department to be compatible with the new workstation operating system. The progress of the project will be dependent on available human resources and available funding in individual program budgets.

Business Goals	FY98-99 IT Projects
This IT Project will support DEQ's recent reorganizational changes. DEQ has recently reorganized from a discipline-oriented (Water Quality, Reclamation, Air Quality, etc.) organization to a functional organization (Permitting and Compliance, Planning, Prevention and Assistance, Enforcement, Remediation, etc.). Databases that were discipline-oriented will now need access across divisional lines; therefore, these databases will need to be DEQ enterprise-wide databases. Another major business goal will be to support the state enterprise concept which is the policy direction from ITAC and ISD. The project will incorporate a database administrator/coordinator and Oracle Database programming training for various DEQ database programmers.	Database Coordination. This project is to support the State of Montana's Database standard, Oracle. The DEQ's Information Services Bureau (ISB) plans to coordinate the several databases in the department and develop plans and procedures to convert these systems to Oracle. If the EPP item that is being submitted to the legislature is approved, the department will have the resources to perform functions related to database design, database naming conventions (coordinate database, table, and field definitions), and inter-related functional activities with users, contractors, developers, and DOA/ISD coordinators. This project also includes training for DEQ programmer/analysts so that they may learn and use the new database development tools. A primary emphasis of the project will be the identification of those databases that should be converted immediately. Some of the databases that cannot be converted by department staff will be contracted to sources outside DEQ. Another part of the project will be to perform continuing coordination of database administration (DBA) activities. These include: field definition, table space, replication, security, and many others.
Business Goals	FY98-99 IT Projects
This project supports the major business goal of making information relative to DEQ's business available to the public through the	Internet Services. This project involves providing increased Internet services in DEQ. Currently DEQ is providing Internet e-mail

use of the Internet.	and Internet browsing for staff and an Internet Home Page for DEQ.
	The primary focus of this project will be to provide increased web services for DEQ; thus providing increased public access to DEQ-related information. An EPP request for additional funding toward this activity has been submitted for consideration by the legislature.
	The department will look to contract or obtain additional web server space for file transfers, additional pages, and other information. Currently the plan is to obtain the resources after reviewing three different approaches: 1) obtain and support a web server for the department; 2) obtain web server services and support from a private-sector source; and 3) obtain web server services and support from ISD or other state agencies.

FY98-99 IT Project Profiles

See the table beginning on page 137 for project profiles detailing platform type, implementation schedule, emerging technologies used, new project resources and associated costs, statutory changes, and public access. Those agencies and universities that provided these details are listed alphabetically, with each followed by its project profiles.

Environmental Quality

Accomplishments

▲ Windows Operating Platform. Beginning in July 1995, the agency began a project to convert to the Windows 3.11 operating platform. Hardware upgrades and/or replacements to file servers, workstations, and other miscellaneous equipment were necessary before implementing the Windows Platform. Software upgrades to applications and programs being used, DOS, and utilities were also necessary. This project has been a significant one, involving all of DEQ's ISB staff and many staff from the operating divisions. Many personnel in the agency obtained Windows WordPerfect and Lotus Windows training. In addition, ISB staff have provided a three-hour Windows Orientation training class to familiarize all Windows users with DEQ Windows configuration. This project is still continuing and is targeted for completion by the third quarter of FY97.

▲ IT integration resulting from executive reorganization (SB 234 and SB 345). Beginning in July 1995, the DEQ ISB staff launched a project to integrate the IT platforms of the new divisions comprising the new DEQ. As a result of Senate Bill 234 and Senate Bill 345, passed in the last legislative session, various groups of personnel from three old agencies now comprise DEQ. Consequently, three different computing environments needed consolidation.

In addition, a significant number of staff were relocated to the Metcalf building, which required the wiring of that building to accommodate the state LAN wiring topology standard of Token-Ring. Involved were Department of Administration, Information Services Division, Telecommunications Operations Bureau (TOB) personnel and DEQ ISB

staff. This project included the actual design (TOB), determining of telephone and data jacks (ISB), supervising the wiring crews (TOB and ISB), and many other functions.

There were three different computing platforms that had to be integrated. Two of the computing platforms (old DHES and old State Lands) were centered around Novell Network LANs. The other computing platform involved several standalone PCs and a few DEC/VAX terminals. This part of the project has been challenging and a significant achievement.

In addition, an executive reorganization is in process. This will require the equivalent of 1.00 FTE's time for a period of 24 months. The ISB staff is trying to absorb this workload. Some of the work is ongoing.

▲   Upgrading of Network LAN Operating system to NetWare 4.1. DEQ ISB also initiated a project in July 1996 to upgrade the department's LAN Operating System from Novell NetWare 3.12 to 4.1. The cost of software involved with this project is minimal since the site license for Novell NetWare is included in ISD monthly workstation charges. Training for ISB staff on the new upgraded network operating system was received in June 1995. ISB began the planning, design, and testing stages in July 1996. This project is ongoing, with a completion target date of June 1997.
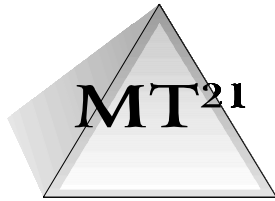
Department of Fish,

Fish, Wildlife and Parks

Wildlife and Parks

Mission

The Department of Fish, Wildlife and Parks (FWP) conserves and manages wildlife and administers parks and recreational areas for the benefit of Montanans and visitors to the state. The department strives to create optimum outdoor recreational opportunities, with emphasis placed on wildlife and on natural and cultural resources that have aesthetic, scenic, historical, or archaeological significance. Department functions include issuing fishing, hunting, trapping, and related licenses; enforcing laws and regulations relating to fish, wildlife, and parks; acquiring, developing, and maintaining wildlife management areas, state parks, and recreational areas; and managing and enhancing wildlife populations.

Achieving Business Goals Through IT Initiatives

Business Goals	FY98-99 IT Projects
Enhanced effectiveness of how the entire business is conducted. The integrity of the data should be very high, and the data collected should be very timely. Collection of money owed the department can be accomplished via electronic funds transfer.	Automated Licensing Statewide (Point-of-Sale). A two-year study determined that statewide online licensing was not only feasible, but held the promise of benefits to all involved parties (license buyers, license agents, FWP, and other state agencies). The project would place point-of-sale technology in all agent locations around the state. SummitNet is expected to play an integral part of the communications portion of this project. Online capture of data should allow for a high degree of integrity within the database, more timely and effective survey practices, and more effective enforcement efforts.

Business Goals	FY98-99 IT Projects
Enhanced effectiveness of how agency business is conducted. The ability to quickly and easily communicate within an agency spread entirely across the state could be expected to be invaluable in providing services and consistent information to our publics.	Expansion of FWP networks within regional sites and area offices. Enhanced networking is expected to use SummitNet for access to state services and additional offerings such as the Internet.
	Year 2000 compliance.

FY98-99 IT Project Profiles
See the table beginning on page 137 for project profiles detailing platform type, implementation schedule, emerging technologies used, new project resources and associated costs, statutory changes, and public access. Those agencies and universities that provided these details are listed alphabetically, with each followed by its project profiles.

FY00-01 Initiatives
- ▲ Automated Licensing Enhancements are envisioned. This would include incorporation of the Special Drawing application process. Special Drawing applicants would be able to submit their applications online, at the time of license purchase.   An obvious benefit is that the applicant will be assured of participation within the drawings. Online edits would not allow the errors that currently eliminate applications. Successful applicants could potentially receive their special permit at the agent location instead of waiting for a license to come by mail.
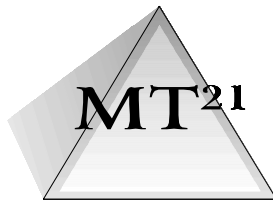
Accomplishments
- ▲ Novell Network 4x upgrades are being completed for FWP headquarters and 13 other

locations statewide.

▲ All networked locations are being migrated to Windows and Windows applications.

▲ An Oracle client/server database was acquired and installed. Some small systems development has occurred.

Fish, Wildlife and Parks

MT²¹

Governor's Office

Mission

The executive power is vested in the Governor who ensures that all state laws are faithfully executed. Offices directly attached to the Governor's Office include Citizens' Advocate, and Budget and Program Planning (OBPP).

Achieving Business Goals Through IT Initiatives

Business Goals	FY98-99 IT Projects
The system automates many manual processes, allowing agency and OBPP staff to more efficiently and accurately complete their budgetary work. Further, it provides all parties far greater access to budgetary data.	Continue first-time implementation of the Montana Integrated Budget System (MIBS). This project was begun during the current biennium, but three major portions will not be implemented until after July 1, 1997 (next biennium). Those portions are:

	1)	Management of the 1998-99 biennium budget. This is referred to as the "Comptroller Function" of the Budget Office.
	2)	The Executive Planning Process (EPP) for the 2000-01 biennium with on-line agency input.
	3)	Full implementation of the executive budget process with both Budget Office and agency input on-line and with a full range of historical data from the 1998-99 biennium to start the process.

Business Goals	FY98-99 IT Projects
The system automates many manual processes, allowing agency and OBPP staff to more efficiently and accurately complete their budgetary work. Further, it provides all parties far greater access to budgetary data.	Continue development of MIBS. It is anticipated that MIBS will need modifications to make it work better; the present design was set at a minimal level to achieve rapid implementation. With experience using this new system, OBPP will discover areas that will make budget development and implementation more effective. Also, adjustments will be needed as other state systems are modified (e.g., SBAS and P/P/P).

Governor's Office

FY98-99 IT Project Profiles

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FY00-01 Initiatives

▲ Continue the development, refinement, and maintenance of the 1997 biennium project, potentially including interfaces to SBAS and P/P/P as replacement systems are developed.

Accomplishments

▲ Started a joint project with the Legislative Fiscal Division (LFD) to replace the Executive Budget System and related systems used by both agencies for their critical operations. The new system is called the Montana Integrated Budget System (MIBS). Progress during this biennium includes the following:

   1) Selection of a contractor for preliminary design and for system development.

2) Forming a pact for cooperation, funding, and joint development with LFD.

3) Implementation of the new MIBS system in time for use in development of the 1998-99 Executive Budget. LFD will use the system during the 1997 legislative session; then the Budget Office will use it to manage Legislative Appropriations for the entire 1998-99 biennium. Information captured during the two-year cycle will simplify preparation of the next budget (2000-01 biennium).

4) Using the enterprise technology that ISD has been building for several years. The MIBS system uses an Oracle database running on a database server owned and operated by ISD. The ISD network connects this database to the Budget Office, LFD, and centralized services personnel in all agencies.

5) Since this new system replaces all of the legacy systems in the Budget Office, it removes problems with the transition to Year 2000.

▲ Upgraded our network operating system to NetWare 4.1 and installed it on a new file server.

▲ Upgraded all desktop computers to Intel 486 or Pentium processors with at least 16-MB memory and Windows 3.1.

▲ During the fall of 1996, implemented the Governor's Tracking System, a database system that selectively lists individuals who have contacted the Governor by mail, fax, or telephone or through meetings. The information includes the individual's name, a brief description of the issue discussed, and the staff assigned to handle the issue. The system allows staff to avoid duplication in dealing with clients, to determine whether a response has been made, and to provide staff relevant information regarding particular contacts.

▲ In use since the summer of 1994, the Executive Boards and Commissions Tracking System is a database system that streamlines the appointments to the nearly 200 boards and commissions which are created by statute or executive order. The system provides information on when appointments are due to be made, what geographical or professional requirements must be met for particular appointments, and data on current appointees.

▲ To be fully implemented by January 1, 1997, the Governor's Office Legislative Tracking System is a database system that utilizes information from the Legislative Services Division's bill status system. This program allows the office to customize lists needed to track legislation by staff person or department assigned to work on particular bills.

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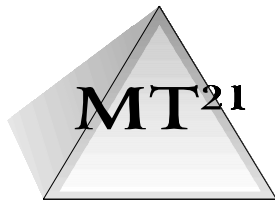
Montana Historical Society Historical Society

Mission

The Montana Historical Society (authorized in Section 22-3-101, MCA) acquires, conserves, advocates the protection of, provides broad access to, and interprets Montana's varied historical resources; thus promoting (for its citizens and for all others) the use, understanding, appreciation, and enjoyment of those resources. The Society maintains a library, archives, an art gallery, a museum, and historical exhibits; manages historic sites and buildings; publishes *Montana, The Magazine of Western History,* a newsletter, and other historical works; and provides educational information. The Society also administers the National Historic Preservation Act and the State Antiquities Act.

Achieving Business Goals Through IT Initiatives

Business Goals	FY98-99 IT Projects
All of our projects support our major business goal of providing as much public access to the	We have requested a budget modification to update and supply a new computer for all

Business Goals	FY98-99 IT Projects
Society's collections as possible.	individuals needing a computer that is capable of being more than just a word processor. This project will include networking all of these computers to give users the ability to share Oracle databases, Internet access, and other multi-tasking functions. Refine and expand Internet presence through a more sophisticated and interactive web site that will allow individuals to browse titles available in the library and tour our museum. This web site will be designed to provide access to most parts of the Historical Society that may not be available to students, educators, and citizens in remote parts of Montana.
All of our projects support our major business goal of providing as much public access to the Society's collections as possible.	Acquire on-line status to WLN (Western Library Network cataloging service) for the Library program. This would provide more efficient service and access, not only to the library, but to Photo Archives and Archives as well. This service is now acquired on a daily basis through the State Library. Implement a Collection Management System in the Museum Program. The museum collections are currently cataloged and tracked using a card system that is managed by hand. A database sufficient to track more than 40,000 objects, with the capability to search in multiple fields, is needed. Adopt scanning methods and CD storage for collections such as Photos. This will enable the public to review and research the entire collection more quickly and efficiently, while not harming the original artifact.

FY98-99 IT Project Profiles

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FY00-01 Initiatives

▲ Improve the ability of the museum program to produce exhibits by upgrading graphic capability, using exhibit design software, and providing interactive exhibit components. This project would entail purchasing a high-end computer system capable of scanning,

producing, and printing high-end graphics to be displayed in the museum and the possible purchase of a CADD system to help with design needs. The interactive components may include talking computers and touch screens to view the museum collections and to learn more detailed information about the artifacts.

▲ Expand our Internet site to include access to the Archival database catalog, which would help researchers and citizens with genealogy questions to find more information in a more timely fashion.

▲ Give the public on-line access to the Preservation Office's historic and pre-historic contextual information, including national register information that provides location and significance of historical properties and cultural resource bibliographic information. This information would be combined into the GIS (geographic information system).

Accomplishments

▲ During FY96, the Society set up short- and long-term goals to address the technology needs of the agency. One short-term goal that was accomplished included bringing the Business Office and Photo Archives program onto the state Novell Network, which has given them the ability to exchange information over the state network and over the Internet.

▲ Upgraded several computers to run the Windows environment and upgraded hard drives and memory on existing 486 and Pentium processors.

▲ Set up an Internet web site, which allows information to be distributed to citizens in Montana and the rest of the world. This web page allows Internet users to access *Historical Society* information ranging from the Society's hours to submitting requests for research items on the Society's vast collections of artifacts, paintings, archives, and historical books.